

DEDHAM BOARD OF HEALTH
MINUTES BOARD MEETING
NOVEMBER 18, 2015

IN ATTENDANCE:

Dr. Sarah Rosenberg-Scott, Chairperson
Leanne Jasset, B.S.P. RPH, Vice Chairperson
Catherine Cardinale, R. S. Health Director
Joan Conway, Administrative Assistant

Dr. Scott called the meeting to order at 6:38p.m. Due to not enough members present, the minutes of September 16, 2015 and October 7, 2015 cannot be approved.

Open Discussion:

Mr. Michael Cocchi asked about an update of the pipeline project and the soil testing by Spectra Energy at Gonzales Field. Cathy said there was miscommunication the question was could we get Spectra to do the testing as far as I know that has not happened. It will not be done per the Board of Selectmen. Dr. Scott said her understanding was that if they were going to remove soil from the site it had to be tested. If it is not removed from the site they are under no requirement to test it. Our goal and understanding is to ask them to test and ideally share those results with us. We have not made any headway with that and we went with working Jason Brogan, our other board member who is not here this evening, and his legal contacts or people he knows at Spectra; we did not get any positive responses from them and they are not obligated to do so. Mr. Cocchi stated that they have stopped work in Boston for the season but there was some question if they were going to continue at Gonzales Field. He asked if they are moving forward and our requests for soil testing have not been addressed by the could we then bring it to the Town and asked if the town could test it that would include shouldering the responsibility of treating the soil what really matters is are there contaminants. My understanding is that decision is an EPA /DEP they were both involved in the Readville Yard issue. Mr. Cocchi asked could the Town decided to test the soil we would have to hire a company to test. So could we through the Board of Health and the Board of Selectmen test the soil ourselves? Could this board intervene and request that the Town test with a sense of urgency. Cathy said we would have to request the funds from the Board of Selectmen. Leanne said she would like to know from Spectra when and where will they be stopping for the season. Will Gonzales be done before that point? Then we could talk to the Town Manager and say this is what is being requested. The understanding was that they would wait until the soccer season was over before digging. We will have to contact Spectra and see what the time-line is.

Papa Gino's critical violations

Mr. Mark Chapman, Director of Operations, Edward Fontaine, General Manager, and Dawn Badessa, Area Manager is here this evening to answer questions about the critical violations that took place. Cathy stated that on October 18, 2015, approximately 3 p.m. I received a complaint of the restaurant operating for three days without hot water. I paid a visit to the restaurant and sure enough there was no hot water. I closed the restaurant immediately and did not let them serve anything that was currently prepared and had them lock the doors. I left my cell phone number with the area manager to call me if they got it fixed that evening. Within 2-3 hours I got a phone call that they water was fixed so I

did go back checked the water and they were able to reopen. There were no incidents prior to this and their recent inspection showed no violation. It is required in their emergency operation to specify what they would do in the case of an emergency this is all in the food code federal and state that a restaurant cannot operate without hot water.

Mr. Fontaine, General Manager stated that he was not made aware of the issue until Friday evening that there was no hot water. Cathy asked what time he came on duty he replied Friday at 12 noon. He placed a call to the facilities line and didn't follow up said it was his fault. I assumed it would be taken care of in hind-site I should have contacted my boss or the emergency facilities to get it taken care of. The next day he did not call anyone and assumed facilities would be coming and did not close the restaurant. Dr. Scott asked if he had any debate about whether to keep the restaurant open; he responded no. Dr. Scott asked if he was aware of the emergency procedures to follow if there is no hot water. Mr. Fontaine stated he did not know he was supposed to temp hot water every four hours. He does check product quality every four hours. Dr. Scott asked if any of the employees told him that there was no hot water he responded no. Dr. Scott said one of the things I find most concerning is that this means none of your employees washed their hands with hot water during the entire time. Running dishwasher nothing ran with hot water. We could have suspended your license immediately based on this critical violation do you understand that. They responded yes. Dr. Scott asked what has been done since this incident to educate staff so this never happens again. Mr. Chapman, Director of Operations found out about the problem on Sunday. We do have a protocol that should have been followed prior than Sunday. After the problem was resolved on Sunday I met with Ed the next morning and had a coach and council session on the steps that should have been followed him. He did not follow protocol and what should have been done. Facilities department should have been contacted immediately and if they do not get a response they should send an email to that department. If no response they should contact the area manager, in this case Dawn, same protocol phone call email and then I would be involved. This is our protocol and it didn't happen totally unacceptable. I cannot deny any of the frustrations that you have I have the same ones and we have learned the hard way how to deal with a situation that we thought was in place but wasn't. Cathy asked if the General Managers of the stores have the authority to close the stores if they feel it is necessary to which Mr. Chapman responded yes but they would normally call us. They have the authority to close the store these situations are rare. Leanne asked Mr. Chapman what the time frame would be to have this fixed. He said it would be within minutes of contact we also have an emergency number for weekends. Mr. Chapman felt there was a communication breakdown the facilities never got the call and Ed didn't follow protocol to contact Dawn or I if we had been contacted we could have rectified the situation right away. Dr. Scott asked what training does a general manager go through is this all included in this training. Mr. Chapman said yes there are numerous workshops to become a general manager. And I am also concerned about the lack of other employees bringing it to your attention or feeling empowered to do something about it. It concerns me that no one said something about it. What is the training for other employees? Mr. Chapman said they go through numerous training steps and one of them is sanitation food safety handling and everything that is involved with it. They are empowered to have come forward with this problem why they didn't I don't know. Mr. Chapman said they will revisit this with all the employees. Leanne said maybe the staff needs a refresher course. Mr. Chapman agreed to re-train the staff and have employees sign that they took the training. Dr. Scott felt that would be helpful to see in writing what your documentation of the procedures is in an emergency situation. Dr. Scott said no hot water is a crisis and that needs to be stressed. A written list from you about the further education and training steps for all employees and management, as a result of this, would be helpful. Cathy said she would like to see a procedure and a time-line of why we are going to do an emergency closure and who is going to do it. So if I do not hear from someone within four hours I am locking the doors and I will be ok with

doing this. What is the timeline that if the problem is not fixed by a certain time the store will be closed?

Please have this to us within the next 30 days. Cathy said she or Lee will be over to do an inspection.

Directors Report

We did have an emergency condemnation the same night as the Papa Gino's issue. It was a well-being check on a person that had not been seen and when police and fire got in it was a pretty bad situation. Based on their findings the house has been condemned and things are in the process of being corrected it was not a rental property it was a private home. The woman was away but the house was condemned. There was also a fire at BJ'S Wholesale they closed for most of the next day and destroyed quite a bit of product. 57 pages of product had to be disposed of all produce, meats, bakery and groceries and the storage area as well. They did an amazing job the fire broke out around 10 p.m. I got there about 11:30 and when I went into the back I could see the smoke and said I don't know how you will be able to get the smell of smoke out of here. When I returned the next day I couldn't believe that I could barely smell it we returned later in the day to reopen and the smell was gone.

Flu Shots

All most 300 doses of flu vaccine were given. The clinic went very well. Jess has done a tremendous job of inputting the data and getting the billing out everything is all done. She is doing a fabulous job. Lee has been doing quite a lot of inspections and had to do some on a Saturday again. We need another inspector either part or full time. There are six more restaurants coming to town. Dr. Scott asked how long the wait for a request for an inspection is. Requests are not an issue those are scheduled we are required by law to do 2 annual inspections each year. We are behind. Dr. Scott said being behind is the most powerful driver is for us to be able to hire an additional person. Jess is doing retail and a couple of restaurants but she is only one day doing inspections. She has the drug coalition and the nursing job as well. Everyone has a lot on their plate and it seems to get bigger and bigger. I will be bringing Lee in to do overtime for inspections because they have to be done. Dr. Scott said to document every time Lee is called in for overtime and includes it in the directors' report. Every time we pay additional overtime to meet our goals it is critical to making a request for additional help. Next budget round we will show how many restaurants have come up since the previous year and how many have closed and the comparison of the growth we are having. Hopefully in the spring budget we will get some approvals. We are going to do a mailing and email for license renewals. We are hoping to eventually use just email billing. We want to have the renewal applications and licenses done on line.

Leanne motioned to adjourn at 7:18 p.m. Dr. Scott seconded the motion all in favor aye opposed none meeting adjourned at 7:18 p.m.

Dr. Sarah Rosenberg-Scott, Chairperson